

DOCUMENT RESUME

ED 330 858

CE 057 633

TITLE Responsible Beverage Service Course. Instructor Curriculum and Student Workbook.

INSTITUTION Moraine Park Technical Coll., Fond du Lac, WI.

SPONS AGENCY Wisconsin State Board of Vocational, Technical, and Adult Education, Madison.

PUB DATE Oct 88

NOTE 99p.

PUB TYPE Guides - Classroom Use - Teaching Guides (For Teacher) (052) -- Guides - Classroom Use - Instructional Materials (For Learner) (051)

EDRS PRICE MF01/PC04 Plus Postage.

DESCRIPTORS Adult Education; *Alcoholic Beverages; Behavioral Objectives; Curriculum Guides; Drinking; Hospitality Occupations; *Legal Responsibility; Postsecondary Education; Service Occupations; Tests; Transparencies; *Waiters and Waitresses; Workbooks

IDENTIFIERS *Bartenders

ABSTRACT

This curriculum guide and student workbook provide materials for training for alcoholic beverage servers through a voluntary system that may fulfill local municipal ordinances. The instructor's curriculum guide presents a list of course goals, a list of competencies of the responsible beverage service course, a course format and suggested time sequence for the 4-hour program, suggested instructional techniques, information on use of videotapes and transparencies, suggestions for teaching the local law/ordinance material, and evaluation standards. The instructional program consists of four competencies: laws relating to alcohol beverage service, problems created by intoxicated patrons, behaviors of unsafe drinking levels, and intervention strategies. Materials provided for each competency include instructional objectives; a list of learning activities; instructional content; learning activities, sheets, and forms; a list of transparencies; and transparency masters. Three course tests are placed at the end of the guide. The student workbook contains these components for each competency: instructional objectives; a list of learning activities; and learning activities, sheets, and forms. (YLB)

* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *

10-008

FD3058

Instructor Curriculum

● Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

Lithmatuck

TO THE EDUCATIONAL RESOURCES
INFORMATION CENTER (ERIC)."



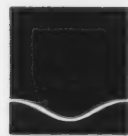
Vital To America's Economy

CE 057633

ACKNOWLEDGEMENTS

The Responsible Beverage Service Instructor Curriculum, Student Workbook, and Individualized Self-Paced Videotape Module was developed by the Moraine Park Technical College in cooperation and with funding from the State Board of Vocational, Technical and Adult Education and the Wisconsin Restaurant Association. The instructional course offerings are available from the VTAE Districts or the WRA.

October, 1988



MORaine PARK
TECHNICAL COLLEGE

John J. Shanahan, District Director

Jerry J. Stepien, Project Manager

TABLE OF CONTENTS

	<u>Page</u>
Goals of Responsible Beverage Service Course	1
Competencies of Responsible Beverage Service Course.	2
Course Format and Suggested Time Sequence.	3
Suggested Instructional Techniques	4
Use of Videotapes and Transparencies	5
Local Law/Ordinance Material and Information	6
Evaluation Standards	7
Instructional Program.	8
Competency One: Laws Relating to Alcohol Beverage Service. .	8
Competency Two: Problems Created by Intoxicated Patrons. . .	29
Competency Three: Behaviors of Unsafe Drinking Levels. . . .	41
Competency Four: Intervention Strategies	58
Test Administration.	69
Test A - Responsible Beverage Service Test	70
Test B - Responsible Beverage Service Test	72
Test C - Responsible Beverage Service Test	74

GOALS OF RESPONSIBLE BEVERAGE SERVICE COURSE

1. To foster a positive image of the Wisconsin Restaurant Association and the Wisconsin State VTAE System through the support and promotion of an educational program for the benefit of the community.
2. To provide training for alcohol beverage servers through a voluntary system which may fulfill local municipal ordinances.
3. To create a more profitable business environment that prevents the negative situations of legal actions against the owners and operators of beverage service facilities from inappropriate patron behavior.
4. Establish a population of informed alcohol beverage service owners/operators representing the food and beverage industry.

COMPETENCIES OF RESPONSIBLE BEVERAGE SERVICE COURSE

1. Apply local and state laws relating to alcohol beverage service.
2. Describe the potential problems, ramifications, and preventive measures related to negative patrons behavior.
3. Identify factors and behaviors of unsafe drinking.
4. Outline a list of strategies a manager/staff could do to discourage intoxication.

COURSE FORMAT AND SUGGESTED TIME SEQUENCE

Responsible Beverage Service Course

Four-Hour Program - 240 minutes*

Introductions - General Information	15 minutes
Competency One - State and Local Laws (State - 20 minutes, local - 25 minutes)	45 minutes
Competency Two - Potential Problems Relating to Intoxicated Patrons and Ways to Prevent Them	45 minutes
Break	15 minutes
Competency Three - Identify Factors and Behaviors of Unsafe Drinking	25 minutes
Competency Four - The Intervention Process	20 minutes
Videotape - "Serving Alcohol With Care"* (E.I. Video Productions)	30 minutes
Videotape - "Frank's Place"*	25 minutes
Test	<u>20 minutes</u>
	240 minutes

Additional time may be spent on discussion or other activities if time does not allow for showing of the two (2) videos.

SUGGESTED INSTRUCTIONAL TECHNIQUES

1. At the beginning of the course, encourage students to participate actively with questions and comments.
2. Indicate that questions, comments, and discussion will be honored to the degree that time of the course will allow.
3. Encourage more student reaction and discussion by use of open-ended questions. Avoid questions that can be answered with a "yes" or "no."
4. Be accepting of student comments and reactions.

USE OF VIDEOTAPES AND TRANSPARENCIES

1. Before class check videotape machine, TV monitor, and overhead projector to be sure they are working properly.
2. When using transparencies:
 - a. Check the screen regularly to assure the transparency is in proper position.
 - b. Use a pointer for the screen to emphasize or point out specific items.
 - c. Use a sheet of paper to block off sections of the transparency that are not being discussed or read.
3. When using a videotape:
 - a. Introduce the tape before pointing out what to watch for.
 - b. After viewing the tape, ask for student reactions or feedback.
 - c. Consider stopping the tape at selected points to emphasize key areas and/or discuss them with the class.

LOCAL LAW/ORDINANCE MATERIAL AND INFORMATION

1. For this section, invite a local enforcement official to class to discuss state laws and local ordinance.
2. Obtain copies of local ordinances that are related and consider making copies available to all class members.
3. Consider inviting a representative from the local alcohol and drug abuse center to discuss factors and behaviors of drinking.

EVALUATION STANDARDS

To successfully complete this course, the student must do the following:

1. Complete a Student Activity Booklet.
2. Satisfactorily complete a written test at the conclusion of the course.
3. Evaluate the course.

INSTRUCTIONAL PROGRAM

A. COMPETENCY ONE: LAWS RELATING TO ALCOHOL BEVERAGE SERVICE

Apply local and state laws relating to alcohol beverage service.

B. INSTRUCTIONAL OBJECTIVES:

1. Classify basic types of licenses for sales of alcohol on and off premises.
2. State the qualifications for being a licensed bartender (operator).
3. Describe the hours of sale for all alcohol containing beverages.
4. Identify the legal drinking age requirements in Wisconsin and how proof of age can be determined and monitored.
5. State the restrictions, penalties, and exceptions of serving alcohol containing beverages to minors.
6. State the restrictions and penalties relating to the sale of alcohol containing beverages to intoxicated persons.
7. State the restrictions, penalties, and exceptions regarding underage individuals being present in places of alcohol beverage sales.
8. State the guidelines regarding state and local inspections of premises.
9. Describe other potential legal dangers to servers of alcohol containing beverages.
10. Explain local laws relating to alcohol beverage service.

C. LEARNING ACTIVITIES:

1. Attend class presentation relative to this competency.

OR

2. View videotape presentation relative to this competency.
3. Compute the example birth date by completing the activity sheet on driver's license number birth date calculation.
4. Discuss local alcohol beverage service regulations with a law enforcement official.

D. INSTRUCTIONAL CONTENT:

Using the appropriate corresponding transparencies, explain and discuss each of the following concepts related to state law and alcohol beverage service. Compute birth date using handout: Driver's License Birth Date Calculation.

1. Explain types of licenses for sales of alcohol containing beverage [ss 125.25 and 125.51].
 - a. Class A - for consumption away or off premises
 - b. Class B - for consumption on premises
 - c. Combination A and B
2. List qualifications for being a licensed bartender (operator) [125.04(5)].
 - a. Do not have an arrest or conviction record, subject to ss 111.321, 11.322, 111.335, and 125.04(5)(b).
 - b. Must be 18 years of age or older.
 - c. Have been continuous resident of the state for at least 90 days.
3. Identify hours during which sale of alcohol containing beverages is not permitted [125.25, 125.51(2), 125.26(1), 125.51(3)(a) and (b)].
 - a. Class B
 - 1) Monday-Friday: 2:00 a.m. to 6:00 a.m.
 - 2) Saturday-Sunday: 2:30 a.m. to 6:00 a.m.
 - 3) New Year's Eve: no closing required
 - 4) No off-premises sales between 12 midnight and 6:00 a.m.
 - b. Class A
 - 1) No beer sales between 12 midnight and 8:00 a.m. (may vary in states)
 - 2) No intoxicating liquor between 9:00 p.m. and 8:00 a.m. (may vary in states)
4. Explain legal drinking age in Wisconsin and how age can be determined; then compute birth date from driver's license number.
 - a. Legal drinking age is 21 years of age [125.07]
 - b. How age can be determined
 - 1) Identification card as proof of age [125.08]
 - 2) Other documentary proof - driver's license
 - 3) Birth date computed from driver's license number (see "Learning Activity" Item 3)

- c. Explain use of Wisconsin Identification Register Book [125.07(7)].
 - 1) Every retail alcohol beverage licensee or permittee shall have a book kept for this section.
 - 2) Permittee or their employee shall require any person who has shown documentary proof of legal age to sign this book if age is in question.
- d. Describe defense of seller to prosecution related to underage sales [125.07(6)].
 - 1) Purchaser falsely represented in writing and supported with other documentary proof he or she was of legal age.
 - 2) Appearance of the person was such that an ordinary and prudent person would believe the purchaser was of legal age.
 - 3) The sale was made in good faith and in reliance on the written representation and appearance of purchaser as being of legal age.
- 5. State restrictions, penalties, and exceptions of serving alcohol containing beverages to minors:
 - a. Restrictions and penalties [125.07(1)]
 - 1) No person may procure for, sell, dispense, or give away alcohol containing beverages to any underage person not accompanied by his or her parent, legal guardian, or spouse of legal drinking age.
 - 2) Penalties
 - a) Forfeiture
 - (1) First offense - not more than \$500.00
 - (2) Second/subsequent - \$200.00-500.00 within 12 months
 - b) License suspension
 - (1) Second offense - not more than three days
 - (2) Third offense in 12 months - three days to ten days
 - (3) Fourth offense in 12 months - 15 days to 30 days
 - b. Exception
 - 1) When underage person is accompanied by parent, legal guardian, or spouse of legal drinking age the person can be served alcohol containing beverages.

6. State restrictions and penalties relating to the sale of alcohol containing beverages to intoxicated persons [125.07(2)].

a. Restrictions

- 1) No person may procure for, sell, dispense, or give away alcohol containing beverages to a person who is intoxicated.

b. Penalties

- 1) Forfeiture of \$100.00-500.00
- 2) Imprisonment not more than 60 days

7. State restrictions, penalties, and exceptions regarding underage individuals being present in places of alcohol beverage sales.

a. Restrictions and penalties [125.07(3)]

- 1) No person under legal age, not accompanied by parent, legal guardian, or spouse of legal drinking age may enter or be on any premises for which a license or permit for retail sales of alcohol containing beverages has been sold.

2) Penalties

- a) Forfeiture not more than \$500.00

b. Exceptions

- 1) If underage person is accompanied by parent, legal guardian, or spouse of legal drinking age.
- 2) Is resident, employee, lodger, or boarder on premises.
- 3) Enters to 1) conduct business other than amusement or 2) purchase or consume edibles/other beverages (relative to Class A).
- 4) Enters to obtain food from a restaurant where principal business is the service of food (more than 50% of gross sales).
- 5) Enters premises that is a hotel, drug store, grocery, bowling alley, private tennis club, ski chalet, golf clubhouse, car operated on railroad, regular athletic field, or municipal/county-owned public facility for the purposes of these exceptions.

8. Give guidelines regarding state and local inspections of premises.
 - a. Permits and licenses for retail sale of alcohol containing beverages shall be framed and conspicuously displayed in room or place licensed [125.04(10)].
 - b. Authorized employees of departments of justice or revenue, sheriff, or police officer of jurisdiction may at all reasonable hours enter any licensed premises to examine books, papers, records, or other parts of premises for inspection [139.08(4)].
 - c. Any refusal to permit examination of premises shall constitute grounds for revocation or suspension of license or permit [139.08(r)].
9. Cite and discuss other potential legal dangers to servers of alcohol containing beverages.
 - a. Civil litigation for any alleged wrongful doing
 - b. Third-party liability for injury for service to person under legal age
 - c. Common law liability
 - d. Possibility of "dram shop" legislation

E. LEARNING ACTIVITY 3 - BIRTH DATE ACTIVITY SHEET:

HANDOUT: DRIVER'S LICENSE* BIRTH DATE CALCULATION

① 503-6205-2162-06

The numbers in this position indicate the year.

① 503-6205-2162-06

First letter of last name

If numbers in this position are over 500 it indicates a female. Under 500 indicates a male. To figure the month and day if female, subtract 500, divide by 40, and then add 1. Any remainder is the day. When figuring month and day for males, divide by 40 and add 1 with the remainder being the day.

Example:

Year = 1952

Month = $662 - 500 = 162$

$$\begin{array}{r} 4 + 1 = 5\text{th month} \\ 40 \overline{)162} \\ \underline{160} \\ 2 = 2\text{nd day} \end{array}$$

Birthday = May 2, 1952

* Picture background is red.

Wisconsin state silhouette cross picture halfway.

STUDENT ACTIVITY SHEET - COMPETENCY ONE

LOCAL AND STATE LAWS RELATED TO ALCOHOL BEVERAGE SERVICE

1. Types of licenses for sales of alcohol containing beverages are:
____ For consumption away or off premises (away)
____ For consumption on premises (bar)
2. To be licensed as a bartender (operator) a person must be _____ years of age.
3. Hours during which sale of alcohol containing beverages is not permitted for consumption on premises:
Monday-Friday _____ a.m. to _____ a.m.
Saturday-Sunday _____ a.m. to _____ a.m.
4. Regarding Wisconsin identification register book...two key points are:
 - a. Every retailer shall _____.
 - b. Any person who has shown proof of age being legal that is in question shall _____.
5. Exception to underage person being served: "When underage person is accompanied by _____, _____, or _____, the person can be served alcohol containing beverages."
6. True or false (circle one). No person may sell or give away alcohol containing beverages to an intoxicated person.
7. An exception to law on underage person on premises is when underage person is accompanied by _____, _____, or _____.
8. Another exception is when an underage person enters to obtain food from restaurant where principal business is _____.
9. Regarding state and local inspections any refusal to permit examination will result in _____.
10. Two possible legal dangers to servers of alcohol containing beverages are:

F. TRANSPARENCIES:

Title List:

Types of Licenses for Sale of Alcohol Containing Beverages
To be a Licensed Bartender (Operator)
Hours When Alcohol Containing Beverages Not Permitted to be Sold
Wisconsin Identification Register Book
Regarding Serving Alcohol Containing Beverages to Minors . . .
Penalties for Serving Minors . . .
Exception to Underage Person Being Served . . .
Regarding Service of Alcohol Containing Beverages to Intoxicated Persons . . .
Regarding Underage Individuals Being Present in Places of Alcohol Beverage Sales . . .
Exceptions for Underage Persons on Premises if . . .
State and Local Inspections
Other Legal Dangers to Servers of Alcohol Containing Beverages

Types of Licenses for Sale of Alcohol Containing Beverages

- Class A** - **Away or Off (or “Away”)**
 Premises
 Consumption

- Class B** - **On (or “Bar”)**
 Premises
 Consumption

- Combination** - **A and B**

To be a Licensed Bartender (Operator)

- 1. Have no arrest or conviction record under SS111.321, 111.322, 111.335, and 125.04(5)(b).**
- 2. Must be continuous resident of this state for at least 90 days prior to application.**
- 3. Must be 18 years of age.**

Hours When Alcohol Containing Beverages Not Permitted to be Sold

Class B Monday - Friday:
2:00 a.m. - 6:00 a.m.

Saturday - Sunday:
2:30 a.m. - 6:00 a.m.

New Year's Eve:
No closing required

**No off premises sales between
12 midnight and 6:00 a.m.**

**Class A No beer sales between
12 midnight and 8:00 a.m.**
**No intoxicating liquor sales
between 9:00 p.m. and 8:00 a.m.**
**(Times may vary per local
ordinance)**

Wisconsin Identification Register Book

- 1. Every retailer shall have a book.**
- 2. Any person who has shown proof of age being legal that is in question shall sign.**

Regarding Serving Alcohol Containing Beverages to Minors . . .

No person may procure for, sell, dispense, or give away alcohol containing beverages to any underage person not accompanied by his or her parent, legal guardian, or spouse of legal drinking age.

Penalties for Serving Minors . . .

Forfeiture

First Offense - Not more than \$500

Second Offense (in 12 months) - \$200 - 500

License Suspension

Second Offense - Not more than 3 days

Third Offense (in 12 months) - 3 to 10 days

Fourth Offense (in 12 months) - 15 to 30 days

Exception to Underage Person Being Served . . .

When underage person is accompanied by parent, legal guardian, or spouse of legal drinking age the person can be served alcohol containing beverages.

Regarding Service of Alcohol Containing Beverages to Intoxicated Persons . . .

- 1. No person may procure for, sell, dispense,
or give away alcohol containing beverages
to a person who is intoxicated.**
- 2. Penalties:**
 - Forfeiture of \$100 to \$500**
 - Imprisonment not more than 60 days**

Regarding Underage Individuals Being Present in Places of Alcohol Beverage Sales . . .

No person under legal age, not accompanied by parent, legal guardian, or spouse of legal drinking age, may enter or be on any premises for which a license or permit for retail sales of alcohol containing beverages has been sold as the primary business.

Penalties: Forfeiture not more than \$500

Exceptions for Underage Persons on Premises if . . .

- 1. Accompanied by parent, legal guardian, or spouse of legal drinking age.**
- 2. Resident, employee, lodger, or boarder on premises.**
- 3. Enters to conduct business other than amusement or purchase or consumption of edibles/other beverages (Class A License).**
- 4. Enters to obtain food from a restaurant where principal business is service of food.**
- 5. Enters premises that is a hotel, drug store, grocery, bowling alley, private tennis club, ski chalet, golf clubhouse, car on railroad, regular athletic field, or municipal or county owned public facility.**

State and Local Inspections

- 1. Permits or licenses shall be framed and conspicuously displayed in place licensed.**
- 2. Any authorized officer may at all reasonable hours enter any licensed premises for inspection.**
- 3. Any refusal to permit examination of premises shall constitute grounds for revocation/suspension of license or permit.**
- 4. Inspectors also examine liquor bills which must be kept on premise.**

Other Legal Dangers to Servers of Alcohol Containing Beverages

- 1. Civil litigation for any alleged wrongful doing.**
- 2. Third party liability for injury for service to person under legal age.**
- 3. Common law liability.**

G. INSTRUCTOR NOTES:

A. COMPETENCY TWO: PROBLEMS CREATED BY INTOXICATED PATRONS

Describe the potential problems, ramifications, and preventive measures related to intoxicated patrons.

B. INSTRUCTIONAL OBJECTIVES:

Upon completion of this module, the student will be able to perform the following instructional objectives through a paper and pencil test using no notes or other references.

1. List a minimum of four "possible signs" of intoxication.
2. Describe a minimum of two ways of reducing the probability of problems when dealing with an intoxicated patron.
3. Explain at least two reasons for being concerned about controlling the portions of alcoholic beverages.
4. List a minimum of two ways a bartender can discourage intoxication.
5. List a minimum of two advantages to maintaining a bar atmosphere where no one is intoxicated.

C. LEARNING ACTIVITIES:

1. Attend the class presentation relative to this competency.
2. Complete correctly the exercise sheet handout provided for the student.

OR

3. View the videotape presentation relative to this competency.
4. Complete correctly the exercise sheet handout provided for the student.

D. INSTRUCTIONAL CONTENT:

Related to Instructional Objective 1:

1. Ask each member of the class to identify one way he/she is able to tell when someone is possibly intoxicated.
2. Cite other examples from the list of 20 observable signs of intoxication (see overheads).
3. Stress the fact that someone may exhibit some of the signs of intoxication without being intoxicated. Some examples are mobility, speech, hearing, and visual impairments.

4. Identify ways for a server to better determine if the patron is or isn't intoxicated.
 - a. Strike up a conversation with the patron.
 - b. Ask questions which will assist the server in determining how many drinks the patron has had.
 - 1) What are you celebrating?
 - 2) How was business at your last stop?
 - 3) Who's driving and what distance do you have to travel?
 - c. Ask fellow employees for their opinions of the patron's state of intoxication.

Related to Instructional Objective 2:

1. Ask the class members for input regarding what they do or have done to prevent potentially dangerous problems from occurring when dealing with an intoxicated patron.
2. Expand on those ideas to include the following:
 - a. Stop service
 - 1) Explain methods of stopping service.
 - a) Speak privately with the patron in a firm but calm manner.
 - b) Refer to signs which your establishment should have posted regarding your refusal to serve anyone who you feel may be intoxicated.
 - c) Give the patron a card indicating that you are concerned about his/her level of intoxication and that he/she will not be served any more drinks with alcohol. This card could invite the patron to stay and enjoy nonalcoholic beverages or to use the card for a free taxi ride home or a free drink on their next visit.

Related to Instructional Objective 3:

1. Ask the class members to discuss reasons for being concerned about portion control.
2. Expand on the students' input to include the following:
 - a. Concern for the patron's physical well-being.
 - 1) Avoidance of alcohol related injuries (and diseases).

- b. Concern for the patron's financial well-being.
 - 1) DWI fines
 - 2) Group Dynamics
 - 3) Increased insurance rates
- c. Concern for the patron's standing in the community, reputation, social status, etc.
- d. Ability of a patron to monitor his/her own drinking levels when given standard, measured amounts.
- e. Repeat business - many patrons won't continue as regular customers when exposed to a problem from a, b, or c above.
- f. The property's and server's liability and responsibility as it relates to service of alcohol.
- g. The property's profit margin.
- h. Job security for the server - if the property loses money or is closed due to violations, the server may not have a job.

Related to Instructional Objective 4:

- 1. Ask the class members for ways to discourage intoxication.
- 2. Expand on these suggestions to include the following:
 - a. Post signs informing patrons that your operation is concerned about everyone's enjoyment and well-being and intoxication will not be promoted or tolerated.
 - b. Count the number of drinks a particular (potential problem) patron is consuming and limit the number served.
 - c. Note the rate at which a patron is consuming drinks and deliberately space the drinks served to that patron.
 - d. Involve patrons in activities available at the property to slow down the rate of consumption and promote friendship among your customers.
 - e. Provide food. Having food available for purchase and free snack foods are both desirable.

Related to Instructional Objective 5:

1. Ask the class members why an atmosphere where no one is intoxicated is desirable.
2. Expand on these suggestions to include the following:
 - a. None of your guests will need to tolerate any of the behaviors noted earlier (20 signs of intoxication).
 - b. Fewer "uncomfortable" situations will occur; i.e., fights, arguments, calling the police, etc.
 - c. The community will acknowledge your operation as a place where everyone can have fun and not need to be concerned about having their fun spoiled by an intoxicated person. It will make your operation more appealing.
 - d. You can be more confident that neither you nor the bar will be held liable or responsible for an accident involving an intoxicated driver.
 - e. Local law enforcement officials will be more willing to assist you if and when you need them and they will be more understanding.
 - f. Damages caused by intoxicated persons will be eliminated.
 - g. Your job will be easier and far more enjoyable.

E. LEARNING ACTIVITIES, SHEETS, AND FORMS:

STUDENT ACTIVITY SHEET - COMPETENCY TWO

1. I know a person is intoxicated when:

2. Some individuals may exhibit signs of intoxication, but aren't intoxicated. These indicators could be the result of a _____.

3. If I wanted to determine if a patron was or wasn't intoxicated I might:

4. The first thing I must do when trying to prevent a potentially dangerous problem from occurring when dealing with an intoxicated person is:

5. After stopping service I would try to: _____

6. Several reasons for being concerned about portion control are:

7. As a responsible beverage server I can discourage intoxication by:

8. Two reasons I want to work at an operation where no one is intoxicated are:

E. TRANSPARENCIES:

Title List:

Concerns Regarding Portion Control

Dealing With Intoxicated Patrons

Discouraging Intoxication

Advantages of Maintaining a Bar Without Intoxicated Patrons

CONCERNS REGARDING PORTION CONTROL

- 1. Patron's physical well-being**
- 2. Patron's financial well-being:**
 - DWI fines**
 - Group dynamics**
 - Increased insurance rates**
- 3. Patron's standing in the community
(Show "Brain Damaged" cartoon)**
- 4. Patron's ability to know his/her limits
when drinks are measured and consistent.**
- 5. Repeat business - You may lose "regulars" to
problems with 1, 2 or 3 from above.**
- 6. Liability and responsibility**
 - Property**
 - Server**
- 7. Property's profit**
- 8. Job security**
 - No license = No job**
 - No profit = No business = No job**

DEALING WITH INTOXICATED PATRONS

A. STOP SERVICE - A MUST

- 1. Speak privately with the patron.**
- 2. Refer to posted signs regarding service to intoxicated patrons.**
- 3. Offer the patron a card good for:**
 - A free non-alcoholic drink**
 - A free taxi ride home**
 - A free drink on their next visit.**

DISCOURAGING INTOXICATION

- 1. Post signs**
- 2. Count drinks**
- 3. Note consumption rate - space drinks**
- 4. Promote activities**
- 5. Provide food**

ADVANTAGES OF MAINTAINING A BAR **WITHOUT INTOXICATED PATRONS**

- 1. Comfort of the other guests.**
- 2. Fewer if any fights, arguments, disturbances, etc.**
- 3. Community recognition of your bar as an appealing place to go.**
- 4. Reduced concern for liability and responsibility problems.**
- 5. Increased cooperation with police.**
- 6. Reduction of damages caused by intoxicated patrons.**
- 7. Your job will be easier and more enjoyable.**

-39-

G. INSTRUCTOR NOTES:

A. COMPETENCY THREE: BEHAVIORS OF UNSAFE DRINKING LEVELS

Identify factors and behaviors of unsafe drinking.

B. INSTRUCTIONAL OBJECTIVES:

1. Identify variables related to Blood Alcohol Concentration (BAC).
2. Compare alcohol containing product equivalencies in content of alcohol.
3. Related oxidation rate of alcohol by the body to the intake as a factor in BAC accumulation.
4. Identify myths regarding alcohol and blood alcohol concentrations.
5. Compute an estimate of a Blood Alcohol Concentration (BAC) example.
6. Predict the BACs of various alcohol consuming patrons.
7. Explain the legal definition of "intoxication" and "impairment" Blood Alcohol Concentrations (BAC) as they relate to driving.
8. Describe the legal ramifications of intoxication to customers.
9. Assess special seasonal concerns and issues.

C. LEARNING ACTIVITIES:

1. Attend class presentation relative to this competency.

OR

2. View tape presentation relative to this competency.
3. Read "Drinking Myths" sheet.
4. Complete Blood Alcohol Concentration (BAC) exercise sheet using "drink/drive calculator."
5. Read "Facts About Wisconsin's 'Drunk' Driving Law" pamphlet.

D. INSTRUCTIONAL CONTENT:

Using the appropriate corresponding transparencies, explain and discuss each of the following concepts related to factors and behaviors of unsafe drinking. Compute an estimate of Blood Alcohol Concentration (BAC) using "Drink-Drive Calculator" and BAC exercise sheet.

1. Explain variables related to Blood Alcohol Concentration (BAC).
 - a. Primary variables
 - 1) Quantity of alcohol consumed (the greater the quantity the higher the BAC).
 - 2) Body weight of individual (the lower the body weight the higher the BAC and vice-versa).
 - 3) Time (the more time over which one quantity is distributed the lower the BAC).
 - b. Secondary variables
 - 1) Food present in stomach (food will slow, not stop, absorption into bloodstream).
 - 2) Age of the individual (female may show higher BAC than male for same quantity consumed).
 - 3) Sex of the individual (organ function may be slowed, thus BAC may be caused to become higher).
 - 4) Health of the individual (organ function may be slowed, thus BAC may be caused to become higher).
2. List alcohol content equivalencies in various alcohol containing beverages.
 - a. Alcohol content is approximately equal and considered "one (1) drink" in each of the following:
 - 1) 12 ounces of beer
 - 2) 4-5 ounces of wine
 - 3) 1 ounce of distilled liquor
 - 4) 8 ounces of wine cooler
3. Explain Blood Alcohol Concentration (BAC): intake of alcohol related to oxidation rate (approximation for 160 lb. male).
 - a. One (1) "drink" = 0.02 percent (approximate) increase in BAC.
 - b. One hour = 0.015 percent (approximately 3/4 drink) decrease per hour.
4. Illustrate common myths regarding alcohol and Blood Alcohol Concentrations (BAC) (see Learning Activity 3).
 - a. Black coffee will not reduce BAC.
 - b. Cold showers will not reduce BAC.
 - c. Exercise will not reduce BAC.
 - d. Food will not stop alcohol absorption.

5. Compute an estimate of your potential Blood Alcohol Concentrations (BACs) using the "Drink-Drive Calculator" and BAC exercise sheet (see Learning Activity 4).
6. Predict the BACs of potential alcohol consuming patrons using "Drink-Drive Calculator" (see Learning Activity 4).
7. Explain legal definition of "intoxication" and "impairment" [346.63(1)].
 - a. "Intoxication"
 - 1) 0.10 percent BAC or above is prima facie evidence or per se illegal to operate a motor vehicle.
 - b. "Impairment"
 - 1) 0.05 percent to 0.10 percent BAC is relative evidence of intoxication and with other evidence can result in conviction of operating a motor vehicle while intoxicated.
8. Identify legal ramifications of intoxication to customers (see Learning Activity 5).
 - a. Operating under influence of intoxicant or other drug or OWI [346.63(1)] (alcohol is factor in approximately 50 percent of fatalities).
 - b. Injury while OWI [346.63(2)].
 - c. Great bodily harm while OWI.
 - d. Homicide while OWI.
 - e. Absolute sobriety (0 percent BAC) for underage persons [346.63(2m)].
 - f. Civil litigation against intoxicated customer for any alleged injury to others.
 - g. Implied consent refusal revocation of driver's license.
9. Relate special seasonal concerns and issues.
 - a. Any holiday period can be associated with activities that encourage and increase alcohol consumption and/or driving, especially Christmas and New Year's.
 - b. Winter period has special need for skills and abilities for driving that alcohol affects in a negative way.
 - c. Night vision is negatively affected by alcohol; and much alcohol consumption is occurring in the evening and at night.

E. LEARNING ACTIVITY 4 - BLOOD ALCOHOL CONCENTRATION (BAC) EXERCISE SHEET
(USE WITH "DRINK-DRIVE CALCULATOR"):

1. Exercise 1

- a. For yourself, your weight is _____ pounds.
- b. How many "drinks" will it take to approach 0.05% BAC in one hour?

- c. How many "drinks" will it take to approach 0.10% BAC in one hour?

2. Exercise 2

- a. After some heavy drinking you reach a BAC of 0.20% and decide not to drink anymore.
- b. After two (2) hours your BAC is approximately: _____ %
- c. After four (4) hours your BAC is approximately: _____ %
- d. After six (6) hours your BAC is approximately: _____ %

3. Exercise #3

- a. A person's weight is 130 pounds.
- b. The person consumes four cans of beer in one hour.
- c. This person's BAC is approximately: _____ %
- d. After two (2) hours this person's BAC is approximately: _____ %
- e. After four (4) hours this person's BAC is approximately: _____ %
- f. After six (6) hours this person's BAC is approximately: _____ %

STUDENT ACTIVITY SHEET - COMPETENCY THREE
IDENTIFY FACTORS AND BEHAVIORS OF UNSAFE DRINKING

1. The three primary variables in determining blood alcohol concentrations (BAC) are:

2. Each of the following contains approximately the same amount of alcohol and is considered "one drink:"

_____ oz. beer
_____ oz. wine
_____ oz. distilled liquor
_____ oz. wine cooler

3. The following are believed to lower blood alcohol concentration (BAC), but do not:

4. One "drink" will raise the blood alcohol concentration (BAC) of a 160 lb. man about _____ % BAC.
5. Approximately how many "drinks" are removed from the body of an average healthy person in one hour? _____
6. At what blood alcohol concentration (BAC) is a person considered intoxicated? _____ Impaired? _____
7. Alcohol is a factor in _____ % of motor vehicle fatalities.

8. Some legal ramifications to intoxicated patrons are:

9. "Implied consent" refusal to take a blood alcohol test can result in:

10. Holiday periods have a special concern for alcohol consumption and driving because: _____

DRINKING MYTHS

A guided tour through folklore,
fantasy, humbug & hogwash

By Operation THRESHOLD
United States Jaycees

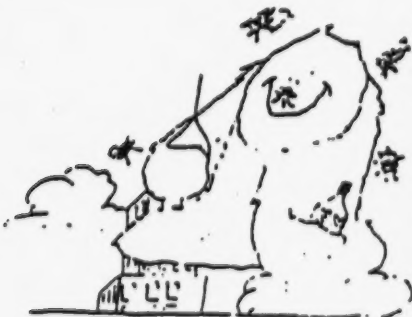


Why bother to de-bunk a bunch of harmless myths about drinking? Because they're not so harmless.

For instance? If a guy thinks it's okay to smash down 8 or 10 beers every night because "it's only beer" ... he could develop a serious drinking problem without even knowing it.

We have nine million alcoholic Americans. It's become a national plague. Yet in some other societies, where they don't share our misconceptions about drinking, alcoholism is rare.

So the more we know about drinking, the better we can handle it. The better we can decide whether, where, when, why, how much, and with whom to drink.



The really serious problem in our society is drug abuse. Right. And our number one drug problem is alcohol abuse. About 300,000 Americans are addicted to heroin. But about 9,000,000 are addicted to alcohol. It's not even close.

"I drive better after a few drinks." In most states, the legal definition of "driving under the influence" is a blood alcohol level of 0.10%. But scientific tests have proven that even professional drivers' abilities diminish sharply at levels as low as 0.03% to 0.05% ... just a few drinks. Not only that, but judgment is affected, too. So people think they're driving better than ever while they're really driving worse. All that publicity about drinking and driving is ... True. At least half the fatal highway accidents involve drinking.



Alcohol is a stimulant. It's about as good a stimulant as ether. Alcohol acts as a depressant on the central nervous system.

Very few women become alcoholic. In the 1950's, there were 5 or 6 alcoholic men to every woman. Now the ratio is about 3 to 1. Evidently this is one area where women's liberation is catching on too well.

People are friendlier when they're drunk. Maybe. But they're also more hostile, more dangerous, more criminal, more homicidal and more suicidal. Half of all murders are alcohol-related. And one third of all suicides.

People get drunk ... or sick ... from switching drinks. That shouldn't really make much difference. What usually causes an adverse reaction to alcohol is drinking too much.

It's rude to refuse a drink. Nonsense. What's rude is trying to push a drink on someone who doesn't want it or shouldn't have it.



"Ya gotta hand it to Joe. He can really hold his liquor." Don't envy Joe. Often the guy who can hold so much is developing a "tolerance" for alcohol. And tolerance can be a polite word for need. Your kids will learn what you tell them about drinking. Ha ha. Your kids will learn what you show them about drinking. If you drink heavily; if you get drunk; the chances are your kids will follow the same example. People who drink too much hurt only themselves. And their families. And their friends, and their employers, and strangers on the highway. And you.



A good host never lets a guest's glass get empty. There's nothing hospitable about pushing alcohol or any other drug. A good host doesn't want his guests to get drunk or sick. He wants them to have a good time ... and remember it the next day.

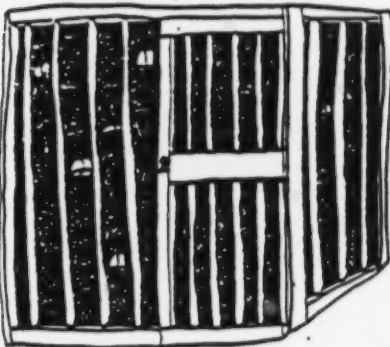
It's impolite to tell a friend he's drinking too much. Maybe if we weren't all so "polite," we wouldn't have so many friends with drinking problems. A few drinks can help you unwind and relax. Maybe. But if you use alcohol like a medicine, it's time to see your doctor.

"What a man! Still on his feet after a whole fifth." When we stop thinking it's manly to drink too much, we have begun to grow up. It's no more manly to over-drink than it is to over-eat. If the parents don't drink, the children won't drink. Sometimes. But the highest incidence of alcoholism occurs among offspring of parents who are either teetotalers ... or alcoholic. Perhaps the "extremism" of the parents' attitudes is an important factor. You're not an alcoholic unless you drink a pint a day. There's no simple rule of thumb. Experts have concluded that how much one drinks may be far less important than when he drinks, how he drinks and why he drinks. Alcoholism is just a state of mind. It's more than that. It's a very real illness, and there is scientific evidence that physiological dependence is involved.



The time to teach kids about drinking is when they reach legal age. By that time, they've long since learned what we can teach them. Like it or not, we teach our kids from birth. And they learn more from what they see us do than from what they hear us tell them. Give him black coffee. That'll sober him up. Sure, in about five hours. Cold showers don't work either. Only time can get the alcohol out of the system, as the liver metabolizes the alcohol. Slowly. There's no way to hurry it. Indians can't drink. Some can, some can't. Just like Caucasians. "I'm just a social drinker." Just because you never drink alone doesn't mean you can't have a drinking problem. Plenty of "social drinkers" become alcoholic.

Drug? Drug. Alcohol is a drug, all right. If you don't believe it, ask your doctor.

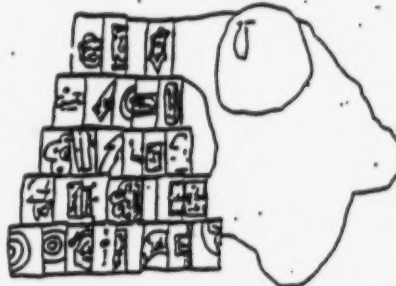


The "Drunk Tank" is a good cure for alcoholism. Nonsense. Alcoholism is an illness, and can be treated successfully. We don't jail people for other illnesses. Why for alcoholism?

The first round should be a "double" to break the ice. Breaking the ice is a job for a good host or hostess ... not for a bottle. You must have more to "give" your guests than just alcohol. Mixing your drinks causes hangovers. The major cause of hangovers is drinking too much. Period.

Most alcoholics are skid row bums. Only 3% to 5% are. Most alcoholic people (about 70%) are married, employed, regular people. All kinds of people.

Drinking is a sexual stimulant. Contrary to popular belief, the more you drink, the less your sexual capacity. Alcohol may stimulate interest in sex, but it interferes with the ability to perform.



"It's only beer." Sure. Just like it's only bourbon, or vodka or gin. One beer or one glass of wine is about equal to one average "highball." The effect might be a little slower, but you'll get just as drunk on beer or wine as on "hard" liquor.

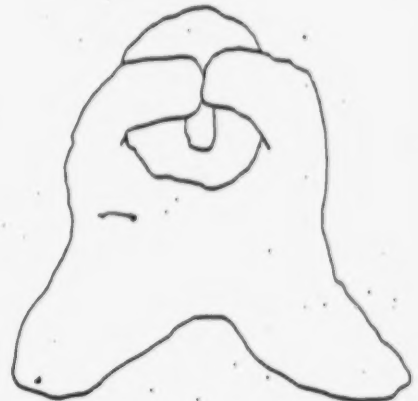
Today's kids don't drink. Sorry, but the generation gap is greatly exaggerated. The kids' favorite drug is the same as their parents' favorite: alcohol. And drinking problems are rising among the young.

Most alcoholic people are middle-aged or older. A University of California research team has found that the highest proportion of drinking problems is among men in their early twenties. The second highest incidence occurs among men in their 40's and 50's. Thank God my kid isn't on drugs! If he's hooked on drinking, he's on drugs. With nine million Americans dependent on alcohol, it's time we stopped pretending it isn't a drug.

Most skid row bums are alcoholics. No. See? You just can't count on stereotypes. A recent study found that less than half the derelicts on skid row had drinking problems.

Jews don't drink. Some do, some don't. The best cure for a hangover is ...

Everybody has his favorite. But they all have one thing in common: They don't work. What works? Preventive medicine. If you don't drink too much, you won't get a hangover.



"I don't know any alcoholics." Maybe you just don't know you know any alcoholics. Some of your best friends may have drinking problems. They don't seem "different." And they usually try to hide their illness, even from themselves. About 1 of every 10 executives has a drinking problem.

Getting drunk is funny. Maybe in the old Charlie Chaplin movies ... but not in real life. Drunkenness is no funnier than any other illness or incapacity. Never trust a man who never takes a drink. You know that's silly. Yet many of us are a little nervous around people who don't drink. F.



F. TRANSPARENCIES:

Title List:

Variables Related to Blood Alcohol Concentration (BAC)

Alcohol Content in Various Alcohol Containing Beverages

Intake of Alcohol Related to Oxidation Rate

Blood Alcohol Concentrations WILL NOT be Reduced by . . .

"Intoxication" 0.10% BAC "Impairment" 0.05% BAC

Legal Ramifications of Intoxication to Customers

Special Seasonal Concerns

Variables Related to Blood Alcohol Concentration (BAC)

PRIMARY

- 1. Quantity**
- 2. Body weight**
- 3. Time**

SECONDARY

- 4. Food in stomach**
- 5. Sex**
- 6. Age**
- 7. Health**

Alcohol Content in Various Alcohol Containing Beverages

**Each of the following is approximately
equal and considered "one drink"**

Beer - 12 ounces

Wine - 4.5 ounces

Distilled Liquor 86° - 1 ounce

Wine Cooler - 8 ounces

Intake of Alcohol Related to Oxidation Rate

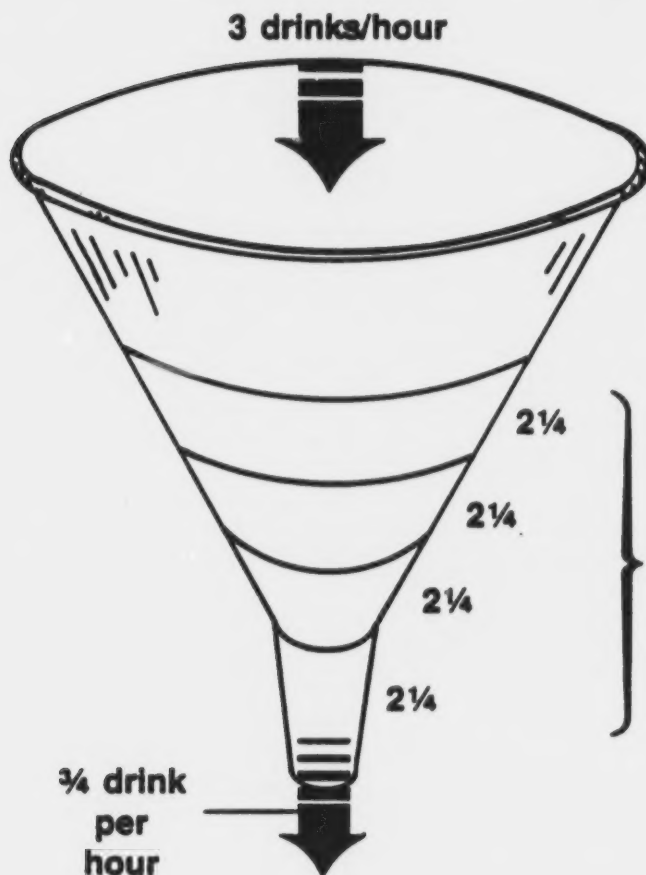
For 160 lb. person

One Drink $\uparrow$ 0.02% BAC

AND

One Hour $\downarrow$ 0.015% BAC
($\frac{3}{4}$ Drink)

Then 3 Drinks Per Hour Over 4 Hours



WILL RESULT IN

9 drinks
accumulated
and
approximate
BAC of 0.18%

Blood Alcohol Concentrations WILL NOT be Reduced by . . .

- 1. Black coffee**
- 2. Cold showers**
- 3. Exercise**
- 4. Food (will not stop
absorption — only slow it)**

“Intoxication”

0.10% BAC

“Impairment”

0.05% BAC

* * * * *

Alcohol is a factor in approximately

50%

of fatal motor vehicle crashes

Legal Ramifications of Intoxication to Customers

- 1. OWI - operating . . . under influence.**
- 2. Injury while OWI.**
- 3. Great bodily harm while OWI.**
- 4. Homicide while OWI.**
- 5. Absolute sobriety (0% BAC) for underage persons.**
- 6. Civil litigation against intoxicated customer for any alleged injury to others.**
- 7. Implied consent refusal revocation of driver's license.**

SPECIAL SEASONAL CONCERNS

1. HOLIDAY PERIOD ACTIVITIES . . .
 - A. ENCOURAGES ALCOHOL USE
 - B. INCREASES ALCOHOL CONSUMPTION AND/OR DRINKING
2. WINTER DRIVING REQUIRES SPECIAL SKILLS AND ABILITIES THAT ALCOHOL AFFECTS.
3. MUCH ALCOHOL IS CONSUMED AT NIGHT. NIGHT VISION IS NEGATIVELY AFFECTED BY ALCOHOL.

G. INSTRUCTOR NOTES:

A. COMPETENCY FOUR: INTERVENTION STRATEGIES

Outline a list of strategies a manager/staff could do to discourage intoxication of patrons.

B. INSTRUCTIONAL OBJECTIVES

Upon completion of this module, the student will be able to perform the following instructional objectives through a paper and pencil test using no notes or other references.

1. Explain the importance of customer service.
2. List a minimum of two ways to encourage repeat business.
3. List a minimum of two things to avoid doing that could discourage business.
4. Explain why it is important to establish trust between the server and the guest before the server must engage in intervention measures relating to the guest's consumption/behavior limits.
5. Write a list of at least three things managers should do to assist servers in the intervention process at their establishments.

C. LEARNING ACTIVITIES

1. Attend the class presentation relative to this competency.
2. Complete correctly the exercise sheet handout provided for the student.

OR

3. View the videotape presentation relative to this competency.
4. Complete correctly the exercise sheet handout provided for the student.

D. INSTRUCTIONAL CONTENT

Related to Instructional Objective 1:

1. Ask the class members what customer service means to them.
2. Explain that customer service is the backbone of any successful operation. It promotes repeat business.
3. (Optional) Show a film relating to customer service, if desired. A suggested film is one entitled, "Remember Me."

Related to Instructional Objective 2:

1. Ask the class members why they return to the places of business that they do.
2. Expand on these responses to include the following:
 - a. Prompt, friendly, and courteous service.
 - b. Professionalism on the part of the server.
 - c. Observation of health and hygiene codes.
 - d. Concern for the patrons.
 - e. A willingness to go "the extra mile" to satisfy the guests' wants and needs.
 - f. A desire to get to know your patrons.
 - g. Acknowledgement of a patron's or a patron's family member achievement.
 - h. Recognition and appreciation of a guest's patronage.

Related to Instructional Objective 3:

1. Ask the class members for reasons they haven't returned to an establishment.
2. Expand on those reasons to include:
 - a. Slow, unfriendly, or discourteous service.
 - b. Lack of professionalism on the part of the server.
 - c. Lack of attention to health and hygiene codes.
 - d. Lack of concern for the patrons.
 - e. An unwillingness to satisfy the guests' wants and needs.
 - f. A lack of desire to get to know your patrons.
 - g. Lack of recognition and appreciation of a guest's patronage.
 - h. Sending out negative body language signals.
 - i. Inappropriate tone of voice.
 - j. Arguing with a patron or colleague.

Related to Instructional Objective 4:

1. Ask the class members to discuss reasons for being concerned about establishing trust between themselves and their guests.
2. Expand on the students' input to include the following:
 - a. Because many intoxicated persons will not respond rationally when one attempts to assist them.
 - b. Because the intoxicated patron will not be interested in listening to someone who has never before shown an interest or concern in him/her.
 - c. Because information you may get from an intoxicated patron may be inaccurate and/or confusing, such as his/her address.

Related to Instructional Objective 5:

1. Ask the class members to collectively write a list of things they feel managers should do to assist servers in the intervention process at their places of employment (write these on the chalkboard).
2. Compare that list to the following to see if it covers all the main points:
 - a. Appropriate signage at entrances and throughout the bar indicating that service will not be provided to intoxicated guests and that appropriate measures will be taken to prevent such incidents from occurring.
 - b. All service personnel will be provided training to inform them of the importance of and the recommended techniques of intervention.
 - c. The property will actively promote and participate in programs geared toward the prevention of drinking and driving.
 - d. Phone numbers for cab and other such services will be prominently displayed for the guests.
 - e. Emergency phone numbers will be posted at or on the property's phone and all personnel will be instructed on its proper use (for example, dial 9 to get an outside line; therefore, to summon assistance in an emergency, one must dial 9-911 if the 911 system is used in your area).
 - f. The property will not engage in any promotion aimed at the consumption of large quantities of alcohol by any one guest (for example, two for one, beat the clock, etc.).
 - g. The owner/manager will enforce these policies and support all personnel who determine a patron should no longer be served.

E. LEARNING ACTIVITIES, SHEETS, AND FORMS:

STUDENT ACTIVITY SHEET - COMPETENCY FOUR

1. _____ service is the backbone of any successful business.
2. Three reasons patrons have or will become regular customers at my place of employment are:

3. Three reasons I have not returned to some places of business are:

4. I want to establish a trust or a relationship with my patrons before I encounter a potential "problem situation" with them because:

5. The manager of my place of employment should do the following things to assist servers in the intervention process:

6. To call for emergency help at work I must dial:

Police _____

Ambulance _____

F. TRANSPARENCIES:

Title List:

Why Customers Return

Why Customers Don't Return

Establishing Trust and Intervention Measures Before You Need Them

Managers Responsibilities in the Intervention Process

WHY CUSTOMERS RETURN

- 1. Prompt, friendly service**
- 2. Professionalism**
- 3. Observations of health and hygiene codes.**
- 4. Concern for patrons**
- 5. Willingness to "go the extra mile".**
- 6. You get to know them.**
- 7. Acknowledgement of their or their families achievements.**
- 8. Recognition and appreciation of their patronage.**

WHY CUSTOMERS DON'T RETURN

- 1. Slow, discourteous service.**
- 2. Lack of professionalism.**
- 3. Lack of attention to health and hygiene codes.**
- 4. Lack of concern for the patrons.**
- 5. An unwillingness to satisfy customer wants and needs.**
- 6. Lack of appreciation for customer patronage.**
- 7. Negative body language.**
- 8. Inappropriate tone of voice.**
- 9. Arguing with a patron or colleague.**

ESTABLISHING TRUST AND INTERVENTION MEASURES **BEFORE YOU NEED THEM**

- 1. Intoxicated patrons don't respond rationally.**
- 2. An intoxicated patron will not be interested in listening to someone who has never shown an interest in him/her previously.**
- 3. Information you get from an intoxicated patron may be inaccurate or confusing, i.e. addressm etc..**

MANAGERS RESPONSIBILITIES IN THE
INTERVENTION PROCESS

1. APPROPRIATE SIGNAGE PROMINENTLY DISPLAYED.
2. PROPER TRAINING FOR ALL SERVICE PERSONNEL.
3. PROMOTION OF A PARTICIPATION IN SAFE DRINKING/DRIVING PROGRAMS.
4. PHONE NUMBERS FOR CAB SERVICES PROMINENTLY DISPLAYED.
5. EMERGENCY PHONE NUMBERS POSTED AND READILY AVAILABLE FOR SERVICE PERSONNEL.
6. COMMITMENT TO NOT PROMOTING VOLUME DRINKING BY ONE ONE CLIENT.
7. ENFORCE ALL THESE POLICIES AND SUPPORT ALL PERSONNEL WHO DO LIKEWISE.

G. INSTRUCTOR NOTES:

TEST ADMINISTRATION

1. Three tests for this course are placed at the end of this instructor booklet.
2. Chose one test to be used for the evaluation at the end of the course. Select a different test for the next class.
3. If a student must retake the test, use one of the other two available.

TEST A

RESPONSIBLE BEVERAGE SERVICE

- T F 1. The Class A license relates to sales of alcohol containing beverages for consumption on premises ("at the bar").
- T F 2. Any person who has shown proof of legal age with the proof in question shall sign the Wisconsin Identification Register Book.
- T F 3. If an inspection of premises by a state or local official is refused, it will result in suspension or revocation of license.
- T F 4. No person under the legal drinking age may obtain a bartender's (operator's) license.
- T F 5. It is legal to serve alcohol containing beverages to an intoxicated person.
- T F 6. There are some things I can immediately begin doing at work to promote responsible beverage service.
- T F 7. It might be beneficial for a server to start a conversation with a patron to help determine whether or not she/he is intoxicated.
- T F 8. Attempting to determine who the driver is within a group patronizing your establishment is a good idea.
- T F 9. There is little, if anything, a bartender or server can do to prevent a patron from becoming intoxicated.
- T F 10. It is always easy to identify when someone is intoxicated.
- T F 11. Alcohol is a factor in approximately 50% of fatal motor vehicle crashes.
- T F 12. One "drink" will raise the Blood Alcohol Concentration (BAC) approximately 0.02% BAC for a 160 lb. man.
- T F 13. A person can be convicted of operating a motor vehicle while intoxicated if their Blood Alcohol Concentration (BAC) is below 0.10%.
- T F 14. Under the Implied Consent Law, a person can have their driver's license revoked if they refuse to take a Blood Alcohol test.
- T F 15. Some patrons are able to mask their behavior making it difficult to determine their level of intoxication.

- T F 16. Counting the number of drinks a patron consumes may help in determining his/her level of intoxication.
- T F 17. If you determine a patron is intoxicated, simply refuse further service, tell him/her that he/she is drunk and must immediately leave.
- T F 18. Portion control is important only to an operator's profit picture.
- T F 19. Good service is the backbone of any successful business.
- T F 20. The most important reason to establish trust and rapport with your customers is to increase your tips.

TEST C

RESPONSIBLE BEVERAGE SERVICE

- T F 1. It is unimportant to get to know your customers in relationship to responsible beverage service.
- T F 2. It might be beneficial for a server to start a conversation with a patron to help determine whether or not she/he is intoxicated.
- T F 3. The Class B license relates to sales of alcohol containing beverages for consumption on premises ("at the bar").
- T F 4. The Wisconsin Identification Register Book should be present at all establishments selling, serving, or dispensing alcohol containing beverages and should be used whenever a patron is asked for an I.D., but cannot produce it.
- T F 5. If an inspection of premises by a state or local official is refused, it will result in suspension or revocation of license.
- T F 6. No person under the legal drinking age may obtain a bartender's (operator's) license.
- T F 7. It is legal to serve alcohol containing beverages to an intoxicated person.
- T F 8. Attempting to determine who the driver is within a group patronizing your establishment is a good idea.
- T F 9. There is little, if anything, a bartender or server can do to prevent a patron from becoming intoxicated.
- T F 10. It is always easy to identify when someone is intoxicated.
- T F 11. Some patrons are able to mask their behavior making it difficult to determine their level of intoxication.
- T F 12. Counting the number of drinks a patron consumes may help in determining his/her level of intoxication.
- T F 13. Alcohol is a factor in 50% of fatal motor vehicle crashes.
- T F 14. One drink will raise BAC about 0.02% in a 160 lb. man.
- T F 15. In Wisconsin, 0.10% is the per se illegal BAC level for operating a motor vehicle while intoxicated.

- T F 16. Under the Implied Consent Law, a person can have their driver's license revoked if they refuse to take a Blood Alcohol test.
- T F 17. If you determine a patron is intoxicated, simply refuse further service. Tell him/her that he/she is "drunk" and must immediately leave.
- T F 18. Portion control is important only to an operation's profit picture.
- T F 19. Good service is the backbone of any successful business.
- T F 20. There are some things I can immediately begin doing at work to promote responsible beverage service.

TEST C

RESPONSIBLE BEVERAGE SERVICE

- T F 1. It is unimportant to get to know your customers in relationship to responsible beverage service.
- T F 2. It might be beneficial for a server to start a conversation with a patron to help determine whether or not she/he is intoxicated.
- T F 3. The Class B license relates to sales of alcohol containing beverages for consumption on premises ("at the bar").
- T F 4. The Wisconsin Identification Register Book should be present at all establishments selling, serving, or dispensing alcohol containing beverages and should be used whenever a patron is asked for an I.D., but cannot produce it.
- T F 5. If an inspection of premises by a state or local official is refused, it will result in suspension or revocation of license.
- T F 6. No person under the legal drinking age may obtain a bartender's (operator's) license.
- T F 7. It is legal to serve alcohol containing beverages to an intoxicated person.
- T F 8. Attempting to determine who the driver is within a group patronizing your establishment is a good idea.
- T F 9. There is little, if anything, a bartender or server can do to prevent a patron from becoming intoxicated.
- T F 10. It is always easy to identify when someone is intoxicated.
- T F 11. Some patrons are able to mask their behavior making it difficult to determine their level of intoxication.
- T F 12. Counting the number of drinks a patron consumes may help in determining his/her level of intoxication.
- T F 13. Alcohol is a factor in 50% of fatal motor vehicle crashes.
- T F 14. One drink will raise BAC about 0.02% in a 160 lb. man.
- T F 15. In Wisconsin, 0.10% is the per se illegal BAC level for operating a motor vehicle while intoxicated.

- T F 16. Under the Implied Consent Law, a person can have their driver's license revoked if they refuse to take a Blood Alcohol test.
- T F 17. If you determine a patron is intoxicated, simply refuse further service. Tell him/her that he/she is "drunk" and must immediately leave.
- T F 18. Portion control is important only to an operation's profit picture.
- T F 19. Good service is the backbone of any successful business.
- T F 20. The most important reason to establish trust and rapport with your customers is to increase your tips.

JS:kh
10/13/88
#4390o

Responsible Beverage Service Course

Student Workbook

BEST COPY AVAILABLE



Wisconsin Board of Vocational, Technical, and Adult Education



EVALUATION STANDARDS

To successfully complete the course, the student must do the following:

1. Complete a Student Activity Booklet.
2. Satisfactorily complete a written test at the conclusion of the course.
3. Evaluate the course.

COMPETENCY ONE: LAWS RELATING TO ALCOHOL BEVERAGE SERVICE

Apply local and state laws relating to alcohol beverage service.

INSTRUCTIONAL OBJECTIVES:

1. Classify basic types of licenses for sales of alcohol on and off premises.
2. State the qualifications for being a licensed bartender (operator).
3. Describe the hours of sale for all alcohol containing beverages.
4. Identify the legal drinking age requirements in Wisconsin and how proof of age can be determined and monitored.
5. State the restrictions, penalties, and exceptions of serving alcohol containing beverages to minors.
6. State the restrictions and penalties relating to the sale of alcohol containing beverages to intoxicated persons.
7. State the restrictions, penalties, and exceptions regarding underage individuals being present in places of alcohol beverage sales.
8. State the guidelines regarding state and local inspections of premises.
9. Describe other potential legal dangers to servers of alcohol containing beverages.
10. Explain local laws relating to alcohol beverage service.

LEARNING ACTIVITIES:

1. Attend class presentation relative to this competency.

OR

2. View videotape presentation relative to this competency.
3. Compute the example birth date by completing the activity sheet on driver's license number birth date calculation.
4. Discuss local alcohol beverage service regulations with a law enforcement official.

STUDENT ACTIVITY SHEET - COMPETENCY ONE

LOCAL AND STATE LAWS RELATED TO ALCOHOL BEVERAGE SERVICE

1. Types of licenses for sales of alcohol containing beverages are:
_____ For consumption away or off premises (away)
_____ For consumption on premises (bar)
2. To be licensed as a bartender (operator) a person must be _____ years of age.
3. Hours during which sale of alcohol containing beverages is not permitted for consumption on premises:
Monday-Friday _____ a.m. to _____ a.m.
Saturday-Sunday _____ a.m. to _____ a.m.
4. Regarding Wisconsin identification register book...two key points are:
 - a. Every retailer shall keep a _____.
 - b. Any person who has shown proof of age being legal but age is still in question, the patron shall _____ the book.
5. Exception to underage person being served: "When underage person is accompanied by _____, _____, or _____, the person can be served alcohol containing beverages."
6. True or false (circle one). No person may sell or give away alcohol containing beverages to an intoxicated person.
7. An exception to the law on underage person on premises is when the underage person is accompanied by _____, _____, or _____ of legal drinking age.
8. Another exception is when an underage person enters to obtain food from restaurant where principal business is _____.
9. Regarding state and local inspections, any refusal to permit examination of premises will result in revocation or _____ of license or permit.
10. Two possible potential legal dangers to servers of beverages containing alcohol are:
_____ and _____

LEARNING ACTIVITY 3 - BIRTH DATE ACTIVITY SHEET

HANDOUT: DRIVER'S LICENSE* BIRTH DATE CALCULATION

Ⓚ503-6205-2162-06

The numbers in this position indicate the year.

Ⓚ503-6205-2162-06

First letter of last name

If numbers in this position are over 500 it indicates a female. Under 500 indicates a male. To figure the month and day if female, subtract 500, divide by 40, and then add 1. Any remainder is the day. When figuring month and day for males, divide by 40 and add 1 with the remainder being the day.

Example:

Year = 1952

Month = $662 - 500 = 162$

$$\begin{array}{r} 4 + 1 = 5\text{th month} \\ 40 \overline{)162} \\ \underline{160} \\ 2 = 2\text{nd day} \end{array}$$

Birthday = May 2, 1952

*Picture background is red.

Wisconsin State silhouette cross picture halfway.

COMPETENCY TWO: PROBLEMS CREATED BY INTOXICATED PATRONS

Describe the potential problems, ramifications, and preventive measures related to intoxicated patrons.

INSTRUCTIONAL OBJECTIVES:

Upon completion of this module, the student will be able to perform the following instructional objectives through a paper and pencil test using no notes or other references.

1. List a minimum of four "possible signs" of intoxication.
2. Describe a minimum of two ways of reducing the probability of problems when dealing with an intoxicated patron.
3. Explain at least two reasons for being concerned about controlling the portions of alcoholic beverages.
4. List a minimum of two ways a bartender can discourage intoxication.
5. List a minimum of two advantages to maintaining a bar atmosphere where no one is intoxicated.

LEARNING ACTIVITIES:

1. Attend the class presentation relative to this competency.
2. Complete correctly the exercise sheet handout provided for the student.

OR

3. View the videotape presentation relative to this competency.
4. Complete correctly the exercise sheet handout provided for the student.

STUDENT ACTIVITY SHEET - COMPETENCY TWO

INSTRUCTIONAL OBJECTIVE 1:

1. I know a person is intoxicated when:

2. Some individuals may exhibit signs of intoxication, but aren't intoxicated. These indicators could be the result of a _____.

3. If I wanted to determine if a patron was or wasn't intoxicated I might:

INSTRUCTIONAL OBJECTIVE 2:

4. The first thing I must do when trying to prevent a potentially dangerous problem from occurring when dealing with an intoxicated person is:

5. After stopping service I would try to: _____

INSTRUCTIONAL OBJECTIVE 3:

6. Several reasons for being concerned about portion control are:

INSTRUCTIONAL OBJECTIVE 4:

7. As a responsible beverage server I can discourage intoxication by:

INSTRUCTIONAL OBJECTIVE 5:

8. Two reasons I want to work at an operation where no one is intoxicated are:

COMPETENCY THREE: BEHAVIORS OF UNSAFE DRINKING LEVELS

Identify factors and behaviors of unsafe drinking.

INSTRUCTIONAL OBJECTIVES:

1. Identify variables related to Blood Alcohol Concentration (BAC).
2. Compare alcohol containing product equivalencies in content of alcohol.
3. Related oxidation rate of alcohol by the body to the intake as a factor in BAC accumulation.
4. Identify myths regarding alcohol and blood alcohol concentrations.
5. Compute an estimate of a Blood Alcohol Concentration (BAC) example.
6. Predict the BACs of various alcohol consuming patrons.
7. Explain the legal definition of "intoxication" and "impairment" Blood Alcohol Concentrations (BAC) as they relate to driving.
8. Describe the legal ramifications of intoxication to customers.
9. Assess special seasonal concerns and issues.

LEARNING ACTIVITIES:

1. Attend class presentation relative to this competency.

OR

2. View tape presentation relative to this competency.
3. Read "Drinking Myths" sheet.
4. Complete Blood Alcohol Concentration (BAC) exercise sheet using "drink/drive calculator."
5. Read "Facts About Wisconsin's 'Drunk' Driving Law" pamphlet.

STUDENT ACTIVITY SHEET - COMPETENCY THREE

IDENTIFY FACTORS AND BEHAVIORS OF UNSAFE DRINKING

1. The three primary variables in determining blood alcohol concentrations (BAC) are:

2. Each of the following contains approximately the same amount of alcohol and is considered "one drink:"

_____ oz. beer
_____ oz. wine
_____ oz. distilled liquor
_____ oz. wine cooler

3. The following common myths are believed to lower blood alcohol concentration (BAC)::

4. One "drink" will raise the blood alcohol concentration (BAC) of a 160 lb. person about _____ % BAC.

5. Approximately how many "drinks" are removed from the body of an average healthy person in one hour? _____

6. At what blood alcohol concentration (BAC) is a person considered intoxicated? _____ Impaired? _____

7. Alcohol is a factor in _____ % of motor vehicle fatalities.

8. Some legal ramifications to intoxicated patrons are:

9. "Implied consent" refusal to take a blood alcohol test can result in:

10. Holiday periods have a special concern for alcohol consumption and driving because: _____

LEARNING ACTIVITY 4 - BLOOD ALCOHOL CONCENTRATION (BAC) EXERCISE SHEET
(USE WITH "DRINK-DRIVE CALCULATOR")

1. Exercise 1

- a. For yourself, your weight is _____ pounds.
- b. How many "drinks" will it take to approach 0.05% BAC in one hour?

- c. How many "drinks" will it take to approach 0.10% BAC in one hour?

2. Exercise 2

- a. After some heavy drinking you reach a BAC of 0.20% and decide not to drink anymore.
- b. After two (2) hours your BAC is approximately: _____ %
- c. After four (4) hours your BAC is approximately: _____ %
- d. After six (6) hours your BAC is approximately: _____ %

3. Exercise #3

- a. A person's weight is 130 pounds.
- b. The person consumes four cans of beer in one hour.
- c. This person's BAC is approximately: _____ %
- d. After two (2) hours this person's BAC is approximately: _____ %
- e. After four (4) hours this person's BAC is approximately: _____ %
- f. After six (6) hours this person's BAC is approximately: _____ %

DRINKING MYTHS

A guided tour through folklore,
fantasy, humbug & hogwash

By Operation THRESHOLD
United States Jaycees



Why bother to de-bunk a bunch of harmless myths about drinking? Because they're not so harmless.

For instance? If a guy thinks it's okay to smash down 8 or 10 beers every night because "it's only beer" ... he could develop a serious drinking problem without even knowing it.

We have nine million alcoholic Americans. It's become a national plague. Yet in some other societies, where they don't share our misconceptions about drinking, alcoholism is rare.

So the more we know about drinking, the better we can handle it. The better we can decide whether, where, when, why, how much, and with whom to drink.



The really serious problem in our society is drug abuse. Right. And our number one drug problem is alcohol abuse. About 300,000 Americans are addicted to heroin. But about 9,000,000 are addicted to alcohol. It's not even close.

"I drive better after a few drinks." In most states, the legal definition of "driving under the influence" is a blood alcohol level of 0.10%. But scientific tests have proven that even professional drivers' abilities diminish sharply at levels as low as 0.03% to 0.05% ... just a few drinks. Not only that, but judgment is affected, too. So people think they're driving better than ever while they're really driving worse. All that publicity about drinking and driving is ... True. At least half the fatal highway accidents involve drinking.



Alcohol is a stimulant. It's about as good a stimulant as ether. Alcohol acts as a depressant on the central nervous system.

Very few women become alcoholic. In the 1950's, there were 5 or 6 alcoholic men to every woman. Now the ratio is about 3 to 1. Evidently this is one area where women's liberation is catching on too well.

People are friendlier when they're drunk. Maybe. But they're also more hostile, more dangerous, more criminal, more homicidal and more suicidal. Half of all murders are alcohol-related. And one third of all suicides. People get drunk ... or sick ... from switching drinks. That shouldn't really make much difference. What usually causes an adverse reaction to alcohol is drinking too much.

It's rude to refuse a drink. Nonsense. What's rude is trying to push a drink on someone who doesn't want it or shouldn't have it.



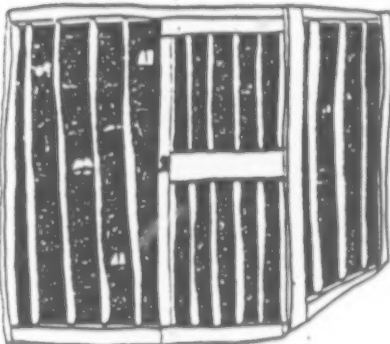
"Ya gotta hand it to Joe. He can really hold his liquor." Don't envy Joe. Often the guy who can hold so much is developing a "tolerance" for alcohol. And tolerance can be a polite word for need. Your kids will learn what you tell them about drinking. Ha ha. Your kids will learn what you show them about drinking. If you drink heavily; if you get drunk; the chances are your kids will follow the same example. People who drink too much hurt only themselves. And their families. And their friends, and their employers, and strangers on the highway. And you.



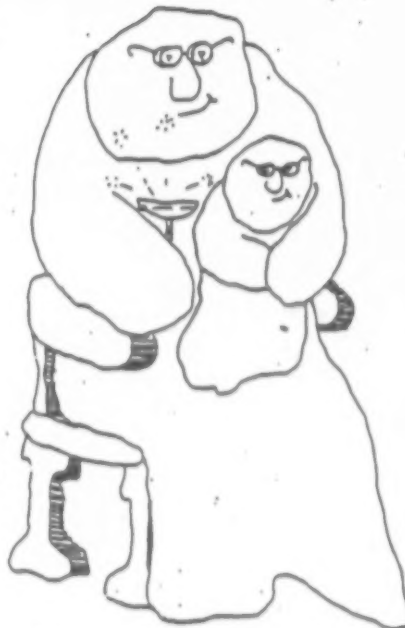
A good host never lets a guest's glass get empty. There's nothing hospitable about pushing alcohol or any other drug. A good host doesn't want his guests to get drunk or sick. He wants them to have a good time ... and remember it the next day.

It's impolite to tell a friend he's drinking too much. Maybe if we weren't all so "polite," we wouldn't have so many friends with drinking problems. A few drinks can help you unwind and relax. Maybe. But if you use alcohol like a medicine, it's time to see your doctor.

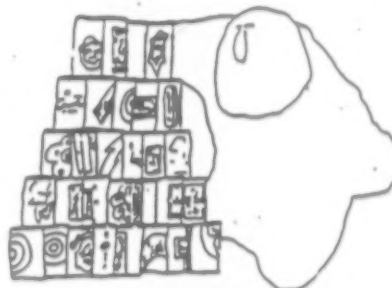
"What a man! Still on his feet after a whole fifth." When we stop thinking it's manly to drink too much, we have begun to grow up. It's no more manly to over-drink than it is to over-eat. If the parents don't drink, the children won't drink. Sometimes. But the highest incidence of alcoholism occurs among offspring of parents who are either teetotalers . . . or alcoholic. Perhaps the "extremism" of the parents' attitudes is an important factor. You're not an alcoholic unless you drink a pint a day. There's no simple rule of thumb. Experts have concluded that how much one drinks may be far less important than when he drinks, how he drinks and why he drinks. Alcoholism is just a state of mind. It's more than that. It's a very real illness, and there is scientific evidence that physiological dependence is involved.



The "Drunk Tank" is a good cure for alcoholism. Nonsense. Alcoholism is an illness, and can be treated successfully. We don't jail people for other illnesses. Why for alcoholism? The first round should be a "double" to break the ice. Breaking the ice is a job for a good host or hostess . . . not for a bottle. You must have more to "give" your guests than just alcohol. Mixing your drinks causes hangovers. The major cause of hangovers is drinking too much. Period. Most alcoholics are skid row bums. Only 3% to 5% are. Most alcoholic people (about 70%) are married, employed, regular people. All kinds of people. Drinking is a sexual stimulant. Contrary to popular belief, the more you drink, the less your sexual capacity. Alcohol may stimulate interest in sex, but it interferes with the ability to perform.



The time to teach kids about drinking is when they reach legal age. By that time, they've long since learned what we can teach them. Like it or not, we teach our kids from birth. And they learn more from what they see us do than from what they hear us tell them. Give him black coffee. That'll sober him up. Sure, in about five hours. Cold showers don't work either. Only time can get the alcohol out of the system, as the liver metabolizes the alcohol. Slowly. There's no way to hurry it. Indians can't drink. Some can, some can't. Just like Caucasians. "I'm just a social drinker." Just because you never drink alone doesn't mean you can't have a drinking problem. Plenty of "social drinkers" become alcoholic. Drug? Drug. Alcohol is a drug, all right. If you don't believe it, ask your doctor.



"It's only beer." Sure. Just like it's only bourbon, or vodka or gin. One beer or one glass of wine is about equal to one average "highball." The effect might be a little slower, but you'll get just as drunk on beer or wine as on "hard" liquor.

Today's kids don't drink. Sorry, but the generation gap is greatly exaggerated. The kids' favorite drug is the same as their parents' favorite: alcohol. And drinking problems are rising among the young.

Most alcoholic people are middle-aged or older. A University of California research team has found that the highest proportion of drinking problems is among men in their early twenties. The second highest incidence occurs among men in their 40's and 50's. Thank God my kid isn't on drugs! If he's hooked on drinking, he's on drugs. With nine million Americans dependent on alcohol, it's time we stopped pretending it isn't a drug. Most skid row bums are alcoholics. No. See? You just can't count on stereotypes. A recent study found that less than half the derelicts on skid row had drinking problems. Jews don't drink. Some do, some don't. The best cure for a hangover is . . . Everybody has his favorite. But they all have one thing in common: They don't work. What works? Preventive medicine. If you don't drink too much, you won't get a hangover.



"I don't know any alcoholics." Maybe you just don't know you know any alcoholics. Some of your best friends may have drinking problems. They don't seem "different." And they usually try to hide their illness, even from themselves. About 1 of every 10 executives has a drinking problem. Getting drunk is funny. Maybe in the old Charlie Chaplin movies . . . but not in real life. Drunkenness is no funnier than any other illness or incapacity. Never trust a man who never takes a drink. You know that's silly. Yet many of us are a little nervous around people who don't drink. F.



COMPETENCY FOUR: INTERVENTION STRATEGIES

Outline a list of strategies a manager/staff could do to discourage intoxication of patrons. Support the intervention strategies used by other employees when necessary.

INSTRUCTIONAL OBJECTIVES:

Upon completion of this module, the student will be able to perform the following instructional objectives through a paper and pencil test using no notes or other references.

1. Explain the importance of customer service.
2. List a minimum of two ways to encourage repeat business.
3. List a minimum of two things to avoid doing that could discourage business.
4. Explain why it is important to establish trust between the server and the guest before the server must engage in intervention measures relating to the guest's consumption/behavior limits.
5. Write a list of at least three things managers should do to assist servers in the intervention process at their establishments.

LEARNING ACTIVITIES:

1. Attend the class presentation relative to this competency.
2. Complete correctly the exercise sheet handout provided for the student.

OR

3. View the videotape presentation relative to this competency.
4. Complete correctly the exercise sheet handout provided for the student.

STUDENT ACTIVITY SHEET - COMPETENCY FOUR

INSTRUCTIONAL OBJECTIVE 1:

1. _____ service is the backbone of any successful business.

INSTRUCTIONAL OBJECTIVE 2:

2. Three reasons patrons have or will become regular customers at my place of employment are:

INSTRUCTIONAL OBJECTIVE 3:

3. Three reasons I have not returned to some places of business are:

INSTRUCTIONAL OBJECTIVE 4:

4. I want to establish a trust or a relationship with my patrons before I encounter a potential "problem situation" with them because:

5. The manager of my place of employment should do the following things to assist servers in the intervention process:

6. To call for emergency help at work I must dial:

Police _____

Ambulance _____

STUDENT NOTES

RELATED MATERIALS